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Deputy Director
for Administration

DDA 86-2084
11 December 1986

NOTE FOR: Director of Personnel

SUBJECT: Personnel Shortages in NWFCU

Ted:

The attached memos describe a severe personnel shortage in Credit Union staff. I'd like us to try to fill two-three of these vacancies if possible. Is there a way to do this without upsetting the applicant processing system we have worked so hard to put in place?

STAT

William F. Donnelly

Attachments:
As Stated

DDA REGISTRY
FILE: 20-1

STAT

ORIG:EXA/DDA: (10 Dec 86)

Distribution:
Original - Addressee w/att
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24 November 1986

DD/A Registry
86-1996X

MEMORANDUM FOR: Deputy Director for Administration

FROM: B. DeFelice
President, Northwest Federal Credit Union

SUBJECT: Personnel Shortages - Credit Union

1. Attached is a memorandum from the General Manager, Northwest Federal Credit Union outlining current personnel shortages. This problem, which has reached the acute stage, was discussed on 19 November at the monthly Board of Directors meeting.

2. Board members are fully aware that the credit union's clerical shortage is not unique and that other Agency components have similar problems. Nonetheless, we need first to advise you of our concerns and the extent to which credit union operations and service to its many thousands of members are suffering and secondly, to seek your help.

3. Soon, the General Manager will be meeting with the Director, NPIC to discuss the personnel situation and that it will become necessary to close the teller window at the NPIC branch. This action should not have a serious impact since about 95% of the transactions can be handled by the Automatic Teller Machine that is in place.

4. More seriously, lack of personnel is inhibiting development of new services and delaying implementation of services already approved by the Board. For example, we are close to offering a credit card service and a tie in to the MOST system. This new service will provide a great convenience to employees and retirees. Also, we want to explore offering a Home Equity Loan program, similar to that offered by other financial institutions. In addition, we are in the process of conducting a review of a Credit Scoring system that will greatly expedite the loan application process. These and other services of the type offered by other credit unions and competing banks will have to be delayed until a sufficient number of entry level personnel enter on duty to free other, more experienced employees, to be assigned to the new services.

5. We need your help in ensuring that credit union personnel needs receive attention along with the other DA offices. Without your support, our credit union could be in trouble and it may be necessary to curtail existing services let alone not offering new ones.

B. DeFelice

Attachment

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17 November 1986

MEMORANDUM FOR: [redacted] STAT

FROM : [redacted]

SUBJECT : Personnel Shortages

The personnel situation has reached a level where we have very few alternatives available except to suspend teller services [redacted] The next decrease in personnel with no new EODs will mean that we will have to consider suspending teller services at Ames Building. STAT

The numbers are as follows: [redacted] STAT

1. Auth. Full Time Positions (1986)
   Critical Vacancies (list attached)
   Other Vacancies
   TOTAL VACANCIES

   SHORTAGE %

2. Requested Additions to Staff (1987)
   Total Positions
   Vacancies

   SHORTAGE %

The bottom line is that the Credit Union needs to EOD a minimum of 18 to 22 entry level employees in 1987 in order to meet the needs of office staffing and possible introduction of new programs such as Credit Cards and Home Equity Line of Credit. When you add to this the normal turnover, we need to EOD approximately 30 employees by the end of 1987.

[redacted] STAT

JV/clc
Enclosure

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# The Northwest Message

NORTHWEST FEDERAL CREDIT UNION NOVEMBER 1986

## Board of DIRECTORS

The Board of Directors has declared the following dividend rates for the month of November:

| | ANNUAL RATE | ANNUAL YIELD |
|---|---|---|
| Regular Shares | 6.25% | 6.45% |
| Premium Savings Account Balances | | |
| less than $2,500 | 5.00% | 5.13% |
| $2,500 - $9,999.99 | 6.35% | 6.56% |
| $10,000 - and up | 6.50% | 6.72% |
| "SUPER" Share Draft (min. balance $2,500) | 6.00% | 6.18% |
| Regular Share Draft | 5.00% | 5.13% |
| IRA | 7.75% | 8.06% |

## Staff Shortages

The Credit Union is experiencing staff shortages and we would like to ask the memberships' patience and understanding during these times. Our staff is currently 20 percent under strength. We are aware of the delays in service at the teller stations and loan counseling areas and are striving to provide the best service that we can under the existing conditions.

Our greatest delays occur at the Headquarters Branch, which is understandable since this is where our largest concentration of members is located. In an effort to better serve those members who use the Headquarters facility, we have requested additional space for a second Automatic Teller Machine (ATM) in the building. Plans also include the installation of two (2) ATM's in the new annex, bringing the total ATM sites at the Headquarters complex to four (4).

For those members in outlying buildings, retirees and spouses, a new branch was opened in September to conveniently serve you without your visiting a Credit Union branch office. This branch is called the ATM/ Correspondence Branch and it deals solely with telephone and mail transactions. You can transact the following business by mail or telephone: deposits, loan payments, request check withdrawals, transfers, open new accounts and apply for loans.

Many of our members may be unaware that Credit Union employees require the same medical and security clearances as any other Agency employee and therefore, the same processing time.

Again, we ask our members patience and understanding during these less than favorable conditions, and we apologize for any inconvenience this may cause.

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